

COMMUNICATIONS DISPATCHER

Job Code: 23

Salary Range: Grade I-IV \$1,365.12 to \$2,325.36 Biweekly; \$2,968.00 to \$5,056.00 Monthly

Both entry-level and lateral (experienced) applicants are encouraged to apply. Appointments are usually made at Grade I, however, may be made at any grade depending on qualifications.



APPLICATIONS AVAILABLE: 7:30 A.M. TO 4:30 P.M., AUGUST 4 THROUGH OCTOBER 20, 2006. FILING DEADLINE: 4:30 P.M., OCTOBER 20, 2006. COMPLETED APPLICATIONS AND SUPPLEMENTAL APPLICATIONS MUST BE RECEIVED IN THE CIVIL SERVICE DEPARTMENT ON OR BEFORE THE FILING DEADLINE. APPLICATIONS WILL NOT BE ACCEPTED AFTER THAT DATE AND TIME. POSTMARKS WILL NOT BE ACCEPTED.

**EXAMPLES OF DUTIES:** Under general supervision, receives and dispatches emergency calls for police or fire and emergency medical service; types data into personal computer while questioning callers for information; determines nature, validity and disposition of calls; may provide post dispatch medical instructions; utilizes computer generated messages and priorities to dispatch field units to emergency situations; operates a variety of communications equipment including radio transmitters, accessories and telephones; performs call reception and dispatch activities utilizing computer-assisted dispatch system; answers or refers inquiries and complaints regarding a wide variety of public safety and related matters; accesses, retrieves, and transmits vehicular or personal information to field units; relays relevant situational information to non-city enforcement or public safety agencies; may provide training for dispatchers and participate in evaluation of their performance; may act in a variety of dispatch supervisory positions; performs other related duties as required.

REQUIREMENTS TO FILE:

- 1. **MUST BE WILLING TO WORK:** Any shift assignment in either the Police or Fire Departments and work mandatory holidays, weekends and overtime (Communications Dispatchers work a 10-hour shift in the Police Department and a 12-hour shift in the Fire Department).
- 2. **MUST BE ABLE TO:** Handle a high volume of emergency calls with tact, good judgment, initiative and speed; question callers while simultaneously typing information into a computer terminal; speak English clearly and understandably; comprehend, interpret and retain written and orally presented information effectively i.e., read, memorize, interpret and apply policies and procedures, State Penal Code, FCC regulations, charts and maps.
- 3. Applicants will be required to demonstrate typing skills at 30 wpm.
- 4. Applicants must be able to pass a thorough background investigation and polygraph examination conducted by the Long Beach Police Department. The investigation will cover information regarding relatives, references, acquaintances, educational background, residential history, employment history, criminal history, military service records, financial status, legal history, drug use and related areas.

**DESIRABLE QUALIFICATIONS:** Bilingual skills in English/Spanish or English/Southeast Asian languages, experience or training as an emergency communications operator, dispatcher or similar position requiring knowledge of emergency medical or public safety operations, experience dealing with the public in a service related capacity, a First Aid, Emergency Medical Technician (EMT), or Emergency Medical Dispatching (EMD) certificate.

EXAMINATION WEIGHTS:

Application and Supplemental Application .....	Qualifying
Keyboarding Performance Test (minimum net speed of 30 wpm) .....	Qualifying
Written/Performance Test .....	100%

Scope: the ability to retain orally presented information and aptitude for dispatching.

A minimum rating of 70 must be attained in order to pass the written examination. Only those candidates who successfully pass the written examination will be invited to the typing test. Certification by score bands will be considered based on an analysis of the test results.

This is a continuous examination. Applicants may take this examination only once during a four month period.

Applications received by August 18, 2006 will be considered for the first exam tentatively scheduled the week of August 28, 2006. Applications received after August 18, 2006 will be considered for a future exam session. If you have any questions regarding this process, contact the Civil Service Department at (562) 570-6202.

This information is available in alternative format by request to (562) 570-6202.